From: Flock Safety Support
To: Stephen Best
Cc: libby.landers@flocksafety.com; Eligio Lara; Stephen Best; Michael Balcorta; jake.sherman@flocksafety.com
Subject: RE: Condor Camera Pan
Date: Tuesday, June 11, 2024 1:50:22 PM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

I thought I had informed you! My apologies there. I have attached a picture of how the device was found for visibility. It is full of holes, so we are amazed it is online at all.

-Rhianna

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 6/11/2024, 10:14 AM
To: support@flocksafety.com
Cc: libby.landers@flocksafety.com; elara@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org; jake.sherman@flocksafety.com
Subject: RE: Condor Camera Pan

Sorry, I was unaware it had been vandalized.

Thank you for the update.

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Tuesday, June 11, 2024 9:56 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; Michael Balcorta <mbalcorta@cityofsantamaria.org>; jake.sherman@flocksafety.com
Subject: RE: Condor Camera Pan

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Our team had to order a replacement camera since this location was vandalized. They expect the new equipment to arrive in time for the scheduled work order date, 6/18.

Thank you for your patience!

-Rhianna

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 6/11/2024, 9:17 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; mbalcorta@cityofsantamaria.org; jake.sherman@flocksafety.com
Cc: sbest@cityofsantamaria.org; elara@cityofsantamaria.org
Subject: RE: Condor Camera Pan

Flock Safety Support,

We reported our Condor Camera "C001 Grant @ River Ranch Dr -WB" on 05-29-24 was not working properly. The PTZ did not work.

It still has not been fixed.

Our Community Services supervisor has been talking with local business owners offering Flock as a possible solution to some of their neighborhood problems. He is unable to demonstrate the camera it its current condition.

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, May 30, 2024 10:08 AM
To: Michael Balcorta <mbalcorta@cityofsantamaria.org>
Cc: Stephen Best <sbest@cityofsantamaria.org>
Subject: RE: Condor Camera Pan

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Our team thinks that the motor is stuck and will need to be manually adjusted, so we are going to schedule a technician to take a look.

Thank you again for your patience!

-Rhianna

---------- Original Message ----------
From: Flock Safety Support [support@flocksafety.com]
Sent: 5/30/2024, 9:24 AM
To: mbalcorta@cityofsantamaria.org
Cc: sbest@cityofsantamaria.org
Subject: RE: Condor Camera Pan

Hi there,
I apologize for the delay. I am having our engineers take a look and I will let you know as soon as I hear back.

Thank you for your patience!

Stay safe,
Rhianna

---------- Original Message ----------
From: Michael Balcorta [mbalcorta@cityofsantamaria.org]
Sent: 5/29/2024, 8:24 AM
To: support@flocksafety.com
Cc: sbest@cityofsantamaria.org
Subject: Condor Camera Pan

Good morning,

It seems like the Condor Camera we have is unable to pan/tilt and is stuck.

C001: Grant St @ River Ranch Dr - WB

Michael Balcorta, Police Business Systems Analyst

Santa Maria Police Department | 1111 W. Betteravia Rd

Office: 805-928-3781 ext 1366 | Direct: 805-361-9037

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Our Community... Your Police

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thread::WoJjQxYRIamz1X9ntFVq3A4::

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